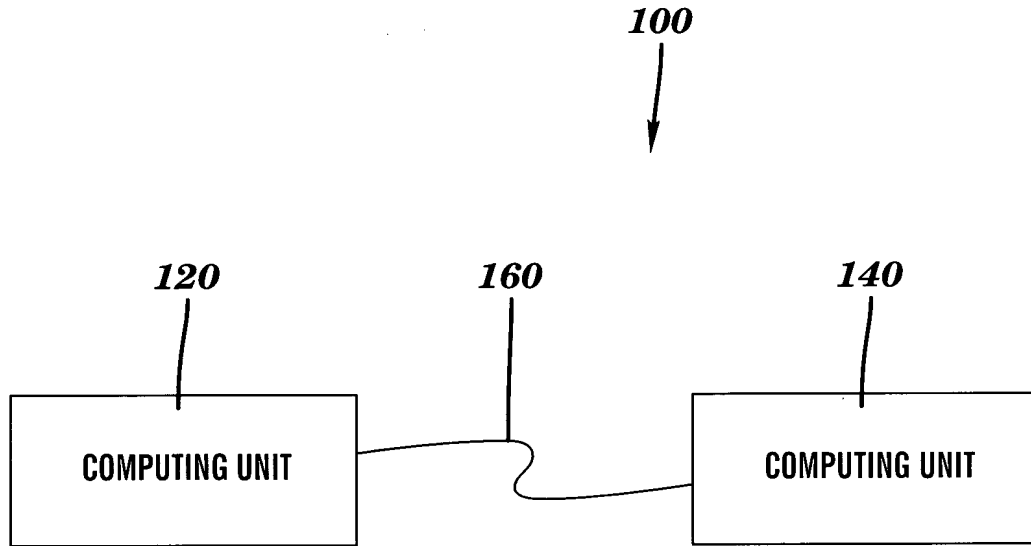




Applicant: Kevin Michael Ruppelt et al.; Atty Dkt. No. 9D-EC-19348  
Title: METHOD, SYSTEM, AND PROGRAM PRODUCT FOR ON-LINE  
SERVICE CALL SCHEDULING; John S. Beulick, Armstrong Teasdale LLP,  
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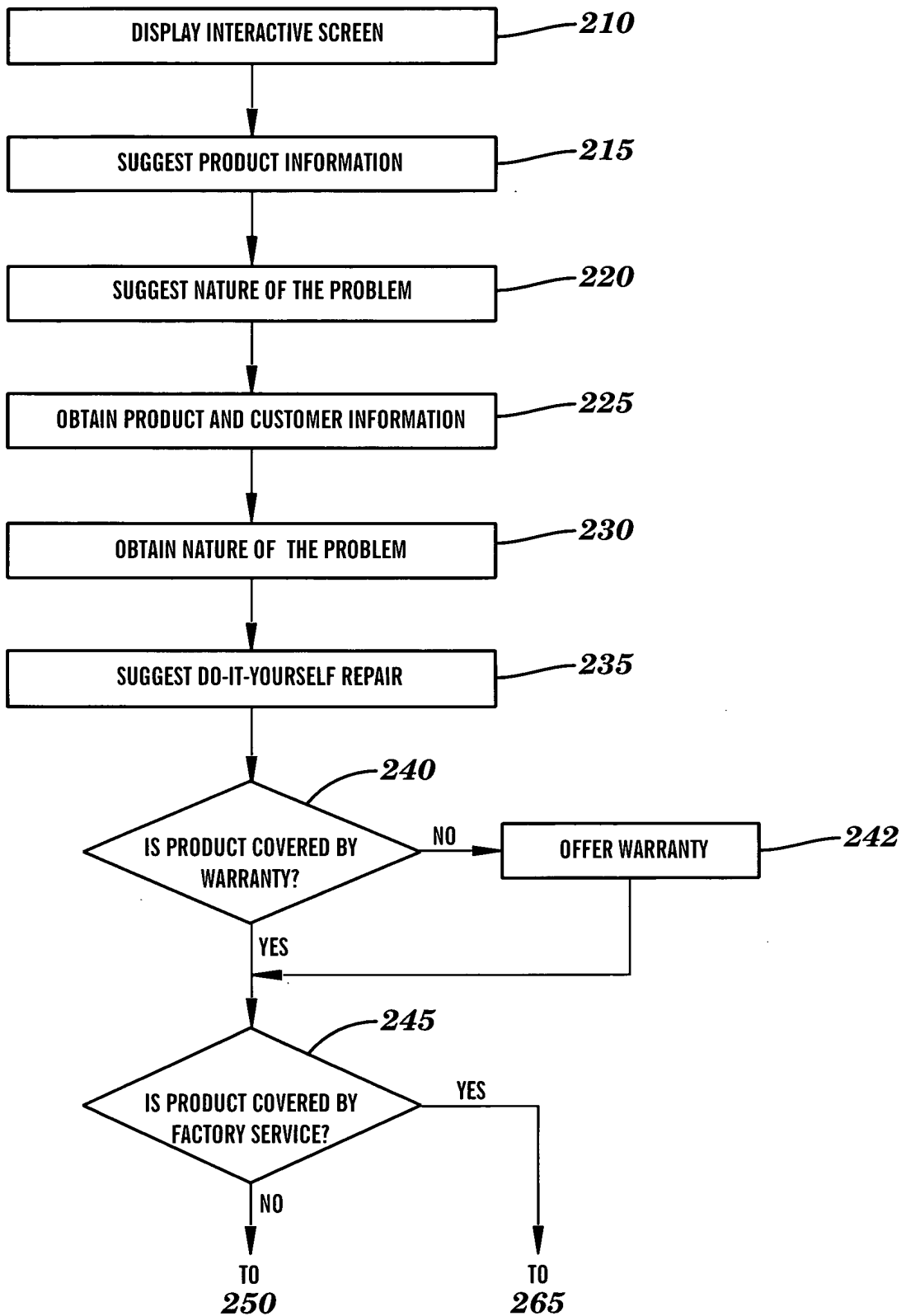


**FIG. 1**



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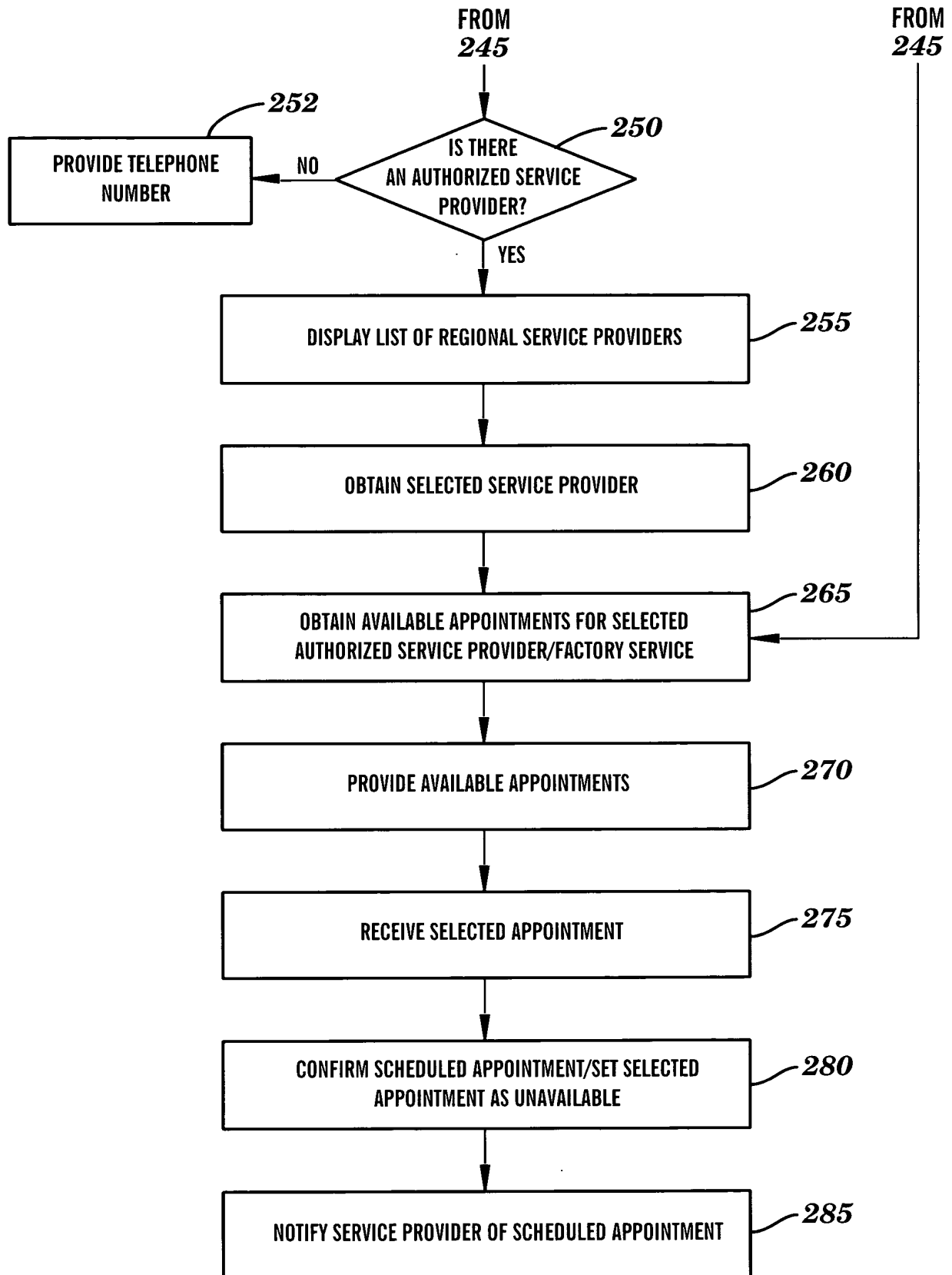
200



**FIG. 2**



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**FIG. 3**



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400

HOME	WHAT'S HOT	ANSWER CENTER	WHERE TO BUY	QUICK SEARCH
SHOPPER'S GUIDE				GO
<b>PRODUCT INFORMATION</b> 410				
* PRODUCT TYPE ▼ 412				
* BRAND ▼ 416				
* MODEL NUMBER ▼ 414				
* SERIAL NUMBER 418				
* AGE OVER ONE YEAR ▼ 420				
* SERVICE CONTRACT NUMBER 430				
* NATURE OF PROBLEM (DROP DOWN BASED ON PRODUCT/MODEL) ▼				
* ADDITIONAL INFO (SCROLL)				
<b>CUSTOMER INFORMATION</b>				
* FIRST NAME * LAST NAME				
* STREET ADDRESS * APT. NUMBER				
* CITY * STATE * ZIP CODE ▼				
* PHONE HOME PHONE WORK				
* EMAIL ADDRESS				
CONTINUE TO SCHEDULE SERVICE 460				

REGISTER PRODUCT

SCHEDULE SERVICE

UPDATE SERVICE

PARTS AND ACCESSORIES

EXTENDED WARRANTIES

FAQ'S

USE AND CARE

FIG. 4

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500

HOME

WHAT'S HOT

ANSWER CENTER

WHERE TO BUY

QUICK SEARCH

GO

SHOPPER'S GUIDE

PARTS AND ACCESSORIES

SCHEDULE SERVICE CALL

REGISTER PRODUCT

SCHEDULE SERVICE

UPDATE SERVICE

PARTS AND ACCESSORIES

EXTENDED WARRANTIES

FAQ'S

USE AND CARE

APPOINTMENT PREFERENCES (CLICK ON CHOICE)

NEXT WEEK	MON	TUE	WED	THU	FRI	SAT
11/01	11/02	11/03	11/04	11/05	11/06	
EARLY 8-12						
MID DAY 10-2						
AFTERNOON 1-5						
EVENING 3-5						

GREEN BLOCKS INDICATE AVAILABLE TIME SPANS

SPECIAL INSTRUCTIONS

CALL AHEAD ...PAGE ME 30 MIN. AHEAD OF TIME, ETC.

CONTINUE TO CONFIRM SERVICE

FIG. 5



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600

				QUICK SEARCH		GO
HOME	WHAT'S HOT	ANSWER CENTER	WHERE TO BUY			
SHOPPER'S GUIDE		PARTS AND ACCESSORIES				

**SCHEDULED SERVICE CALL**

A FACTORY SERVICE TECHNICIAN WILL BE OUT TO SERVICE YOUR APPLIANCE ON {DATE} BETWEEN {SPAN START} AND {SPAN END}

**REGISTER PRODUCT**

**SCHEDULE SERVICE**

**UPDATE SERVICE**

**PARTS AND ACCESSORIES**

**EXTENDED WARRANTIES**

**FAQ'S**

**USE AND CARE**

{SPECIAL INSTRUCTIONS FOR CONSUMER-PRICE ESTIMATE- SOMEONE WILL CALL TO ENSURE THAT SOMEONE IS OVER 18- PAYMENT IS REQUIRED AT THE TIME OF THE SERVICE-CONTENT IS BASED ON REGION AND ZONE}

630

**CONFIRM SERVICE CALL**

**UPDATE SERVICE CALL**

PLEASE USE THIS {PHONE NUMBER} TO REFERENCE YOUR SERVICE CALL. INFORMATION ON PAYMENT, DISCLAIMERS, ETC.

FIG. 6



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700

				QUICK SEARCH	
				<input type="text"/>	
				<input type="button" value="GO"/>	
AUTHORIZED SERVICE PROVIDER					
PLEASE SELECT FROM ONE OF THE FOLLOWING AUTHORIZED SERVICERS ...					
REGISTER PRODUCT		SELECT		JOE'S APPLIANCES (502) 452-0000 13 ELM ST. ANY CITY, KY 40222	
SCHEDULE SERVICE		SELECT		STEVE'S REPAIR (502) 452-1111 15 ELM ST. ANY CITY, KY 40220	
UPDATE SERVICE					
PARTS AND ACCESSORIES					
EXTENDED WARRANTIES					
FAQ'S					
USE AND CARE					

FIG. 7



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800

HOME

WHAT'S HOT

GE ANSWER CENTER

WHERE TO BUY

QUICK SEARCH

GO

SHOPPER'S GUIDE

PARTS AND ACCESSORIES

REGISTER PRODUCT

SCHEDULE SERVICE

UPDATE SERVICE

PARTS AND ACCESSORIES

EXTENDED WARRANTIES

FAQ'S

USE AND CARE

AUTHORIZED SERVICE PROVIDER

PLEASE SELECT YOUR PREFERRED SERVICE WINDOW

APPOINTMENT DATE PREFERENCE (CLICK ON CHOICE)

NEXT WEEK	MON	TUE	WED	THU	FRI	SAT
	11/01	11/02	11/03	11/04	11/05	11/06

AN AUTHORIZED SERVICER WILL CALL YOU TO CONFIRM YOUR APPOINTMENT SHORTLY.

SPECIAL INSTRUCTIONS

CALL AHEAD ...PAGE ME 30 MIN. AHEAD OF TIME, ETC.

CONFIRM SERVICE

FIG. 8





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900

HOME

WHAT'S HOT

GE ANSWER CENTER

WHERE TO BUY

QUICK SEARCH

GO

SHOPPER'S GUIDE

PARTS AND ACCESSORIES

REGISTER PRODUCT

SCHEDULE SERVICE

UPDATE SERVICE

PARTS AND ACCESSORIES

EXTENDED WARRANTIES

FAQ'S

USE AND CARE

950

APPOINTMENT PREFERENCES (CLICK ON CHOICE)

	MON	TUE	WED	THU	FRI	SAT
NEXT WEEK	11/01	11/02	11/03	11/04	11/05	11/06
EARLY 8-12						
MID DAY 10-2						
AFTERNOON 1-5						
EVENING 3-5						

RED BLOCK INDICATES CURRENT SERVICE CALL DATE AND TIME  
GREEN BLOCKS INDICATE AVAILABLE TIME SPANS

KEEP CURRENT SERVICE CALL

SPECIAL INSTRUCTIONS

CALL AHEAD ...PAGE ME 30 MIN. AHEAD OF TIME, ETC.

CONTINUE TO CONFIRM SERVICE

FIG. 9